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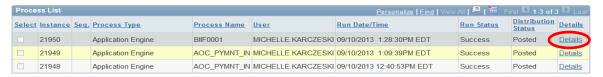
INTRODUCTION

Occasionally, you may encounter an error when running the Billing Interface Process. The errors have been seen when processing BUS transactions and the End-of-Month Local Revenue Disbursement. These errors will be listed in the Message Log after running the Billing Interface Process to SUCCESS. In order to catch these issues before bills are finalized (Single-Action Invoice process), it should become common practice to review the Details and Message Log each time the process is run. *All Interface errors MUST BE FIXED BEFORE* you can move forward.

Identifying Billing Interface Errors

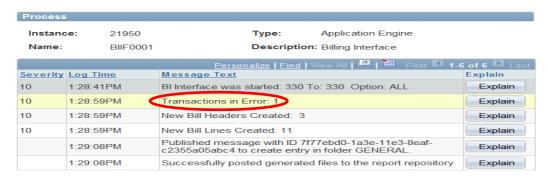
After running the Billing Interface (AOC_BIIF0001) process:

- 1. The *Process List* page of the Process Monitor will display.
 - a. Click the Details link for the BIIF0001 process.
 - b. Click the Message Log link on the Process Detail page.
 NOTE: There will be a number for Transactions in Error: listed in the Message Log. Take note of the number of errors.



Message Log

Return





Section 1: Billing Interface Errors from the BUS:

The goal is for the Unit Price and Gross Extended amounts on the PS_INTFC_BI tab to match the total configured amount for the Distribution Codes on the PS_INTFC_BI_AEDS tab. There are two common errors seen on bills from the BUS – Fixed Amount Allocations and Percentage Allocations. Both scenarios are discussed in this section with instructions for identifying, correcting and verifying.

NOTE: The following represents Billing Interface errors seen from BUS data. Should you have a different type of error than explained below <u>contact the JIS Helpdesk.</u>

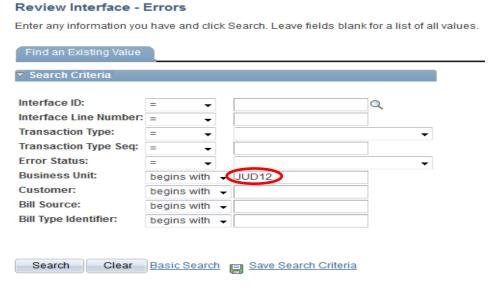
Correcting Billing Interface Errors

Scenario 1: Fixed Allocation Charge Code Error

Typically this issue occurs when the cashier rings two payments for a single Fixed Amount charge item. Whether the cash register ring is for two different methods of payments or for the same method of payment, the error will occur. In this example, because of this the bill has created two bill lines, one for \$10.00 and one for \$5.00 rather than one \$15.00 bill line.

NAVIGATION: Main Menu > Billing > Interface Transactions > Correct Interface Errors

- 1. The *Review Interface Errors* page will display.
 - a. Enter the Interface ID and/or Business Unit you are working with.
 - b. Click the Search button.
 - i. The Search Results will return a list of errors for the Business Unit or Interface ID.
 - c. Select the first item listed in the **Search Results**.



Search Results



GEARS

OTC – Billing Interface Error Correction Process

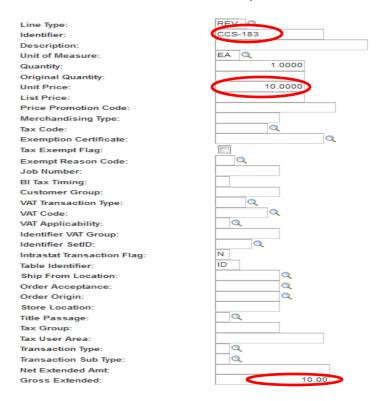
- 2. Two tabs will display **PS_INTFC_BI** and **PS_INTFC_BI_AEDS**.
 - a. On the *PS_INTFC_BI* tab, the header information contains the **Load Status** and will provide some insight as to the problem.

For Example: If the Load Status reads: ERR 0520 Acct<>100%, 0% or GrossExt - this means an error is being caused by the Allocation percentages because they do not add up to 100%.



There are many fields of information listed below the header of the item record

- b. On the PS_INTFC_BI tab on the Correct Interface Errors page.
 - i. Locate the **Identifier:** field to see the Charge Code (scroll about mid-way down through the left column).
 - ii. Locate the **Unit Price:** field a few fields below the Identifier to see the item amount. Modify the amount to equal the full charge code amount. In this example, the amount should be changed to \$15.00.
 - iii. Locate the **Gross Extended:** field farther down the left column. This should match the Unit Price field. Modify the amount to equal the full charge code amount. In this example, the amount should be changed to \$15.00.
 - iv. Locate the Contract: field to see the Receipt/Transaction ID.





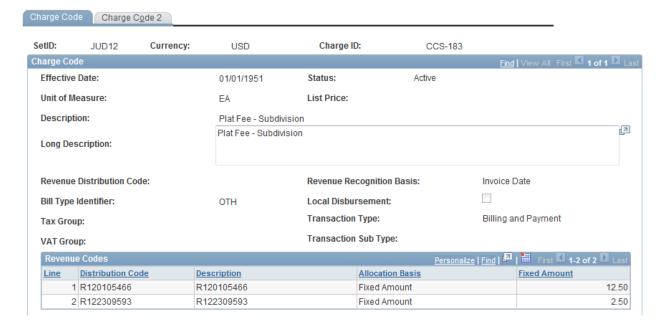
NOTE: If you do **not** know the Charge Code allocation strategy for this Charge Code (ex. CCS-183) continue here for instructions to look up the Charge Code allocation in GEARS. If you are familiar with this information, skip to step 2.c below.

Click the *New Window* link at the top right of the page to navigate to the Charge Code setup.

NAVIGATION: Main Menu > Set Up Financials/Supply Chain > Product Related > Billing > Setup > Charge Code

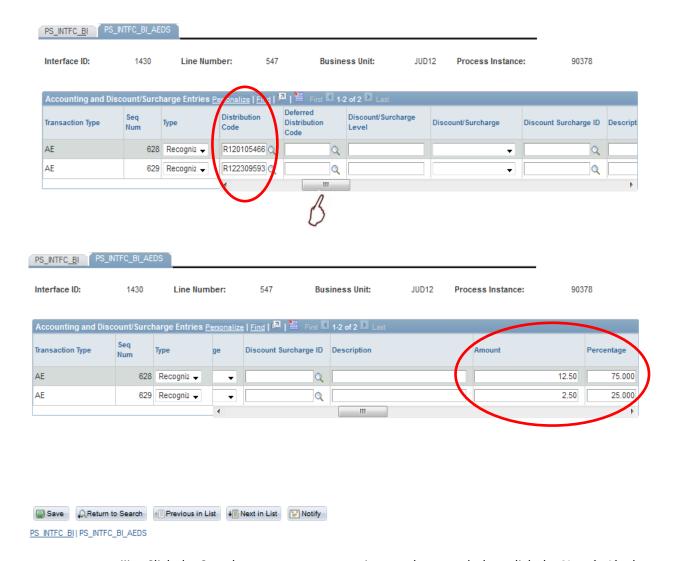
Enter the **SetID** as your JUD## and the **Billing Charge ID**, (i.e. CCS-183).

The example below is a "Fixed Amount" \$15.00 Charge Code split between two Distribution Codes.





- c. On the *PS_INTFC_BI_AEDS* tab, the configuration information for the Charge Code itself is referenced.
 - i. Use the scroll bar to review the **Amount** values. Each line will reference the **Distribution** Code split, which shows the Revenue(R) PCA/Object combination for that portion of the accounting allocation entry along with other reference values.
 - ii. Confirm the configuration information on this page matches the allocation strategy from the Charge Code setup. In this example, there should be two rows, one for 2.50 and the other for 12.50, which equal the total Unit Price and Gross Extended amounts of \$15.00



- iii. Click the **Save** button to save corrections to the record, then click the **Next in List** button to display the next error record in the list.
- d. Click the trash can icon in the upper right of the *PS_INTFC_BI* tab header to delete this error line. This error line is the second part of the split but can be deleted since the first split amount corrected the Identifier (Charge Code) completely.

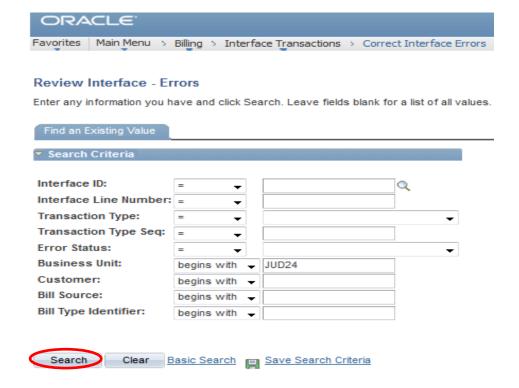


Scenario 2: Percentage Allocation Charge Code Error

Modifications to the Gross Extended, Unit Price and/or Percentage Allocation Amount fields may have to be made by taking into consideration the amount collected on the original transaction receipt. The error is typically a result of a one or two cent rounding issue and the amounts on the PS_INTFC_BI_AEDS tab will need to be modified.

NAVIGATION: Main Menu > Billing > Interface Transactions > Correct Interface Errors

- 1. The *Review Interface Errors* page will display.
 - a. Enter the Interface ID and/or Business Unit you are working with.
 - b. Click the Search button.
 - i. The **Search Results** will return a list of errors for review.



- 2. Two tabs will display **PS_INTFC_BI** and **PS_INTFC_BI_AEDS**.
 - a. On the *PS_INTFC_BI* tab, the header information contains the **Load Status** and will provide some insight as to the problem.

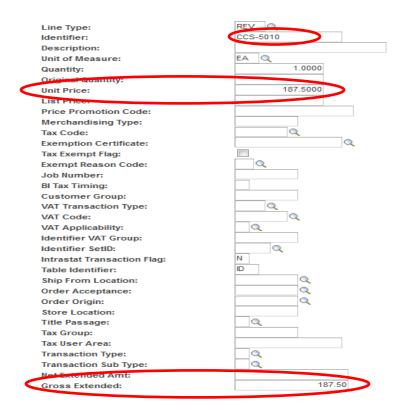
For Example: If the Load Status reads: ERR 0520 Acct<>100%, 0% or GrossExt - this means an error is being caused by the Allocation percentages because they do not add up to 100%. This is commonly due to a rounding issue.





There are many fields of information listed below the header of the item record

- i. Locate the **Identifier**: field to see the Charge Code (scroll about mid-way down through the left column).
- ii. Locate and confirm the **Unit Price** and **Gross Extended** amount fields are the same as your receipt total.



NOTE: If you do **not** know the Charge Code allocation strategy for this Charge Code (ex. CCS-5010) continue here for instructions to look up the Charge Code allocation in GEARS. If you are familiar with this information, skip to step 2.c below.

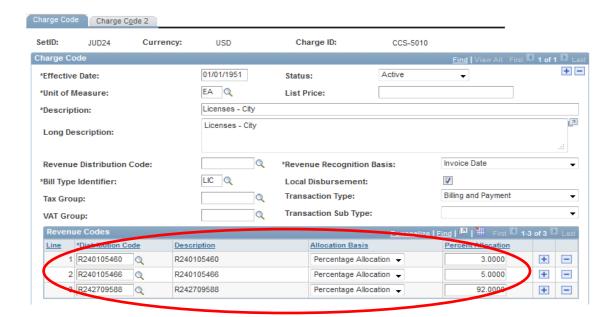
Click the New Window link at the top right of the page to navigate to the Charge Code setup.

NAVIGATION: Main Menu > Set Up Financials/Supply Chain > Product Related > Billing Setup > Charge Code

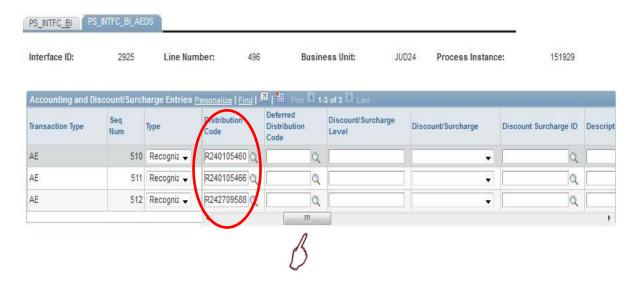
Enter the **SetID** as your JUD## and the **Billing Charge ID**, (i.e. CCS-5010).

NOTE: This example is a "Percentage Allocation" Charge Code split 3%, 5% and 92% between three Distribution Codes.



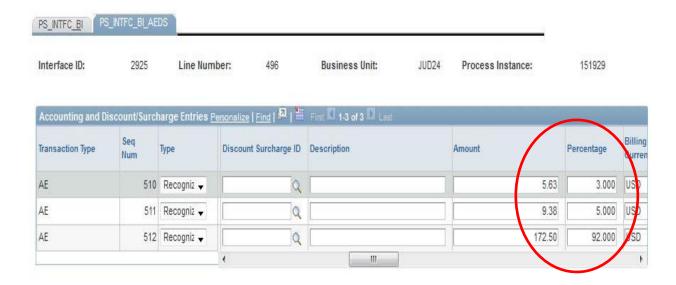


- b. On the *PS_INTFC_BI_AEDS* tab, the configuration information for the Charge Code itself is referenced.
 - i. Use the scroll bar to review the Amount and Percent values. Each line will reference the Distribution Code split, which shows the Revenue(R) PCA/Object combination for that portion of the accounting allocation entry along with other reference values.
 - ii. Confirm the configuration information and compare against your original transaction receipt.
 - Total the Amount fields to ensure they equal the Unit Price and Gross Extended.
 - In this example, %5.63 + \$9.38 + \$172.50 = \$187.51, exceeds the Unit Price and Gross Extended amounts by 1 cent.

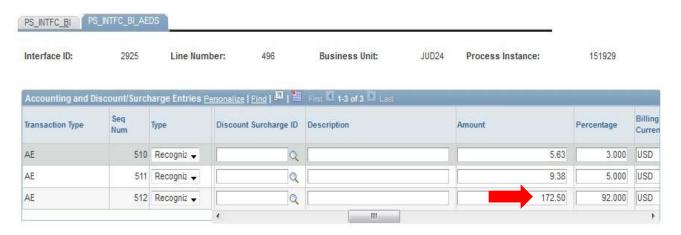


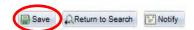
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- iii. Use the receipt amount as the combined amount and correct the **Amount** field of the largest dollar amount. *Make sure all the distribution amounts equal the receipt amount, and now equal the Unit Price and Gross Extended Amount fields from the first tab.*
 - In this example, the \$172.50 would be modified to \$172.49, since it is the largest amount.
- iv. Click the Save button to save changes.





GEARS

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Verify Interface Error Corrections

NAVIGATION: Main Menu > Billing > Interface Transactions > Process Billing Interface

- 1. Re-run the Billing Interface to process the corrected records.
 - a. Make sure you are using the same Interface ID that had the error.
 - b. The number of Transactions in Errors in the Message Log should be zero.

Proceed with the normal process: Run the FAR, Change the Status of Bills and Run Single Action Invoice to finalize all transactions.

End of Billing Interface Correction Process for Errors from the BUS.



Section 2: Billing Interface Errors from End-of-Month Local Revenue Disbursements:

The goal is for the Unit Price and Gross Extended amounts on the PS_INTFC_BI tab to match the total configured amount for the Distribution Codes on the PS_INTFC_BI_AEDS tab. The common error seen on bills from the EOM Local Revenue Disbursement process is due to rounding (where there are more than two numbers to the right of the decimal) in the Unit Price field; this causes the amounts to differ.

NOTE: The following represents Billing Interface errors seen from EOM Local Rev. Disbursement data. Should you have a different type of error than explained below **Contact the JIS Helpdesk.**

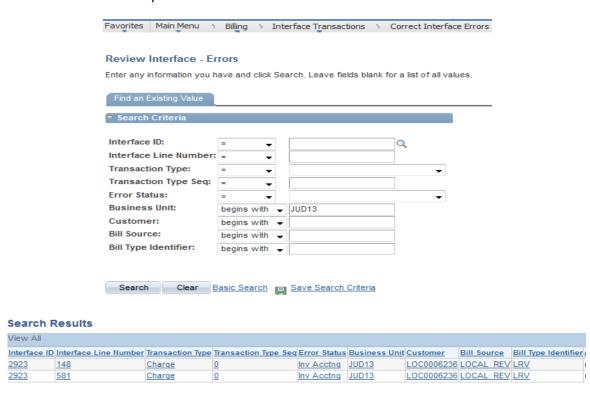
Correcting Billing Interface Errors in Billing from End-of-Month Local Revenue Disbursements

Scenario 1: Percentage Allocation Charge Code Error

Modifications to the Gross Extended, Unit Price and/or Percentage Allocation Amount fields may have to be made.

NAVIGATION: Main Menu > Billing > Interface Transactions > Correct Interface Errors

- 1. The *Review Interface Errors* page will display.
 - a. Enter the Interface ID and/or Business Unit you are working with.
 - b. Click the Search button.
 - i. The Search Results will return a list of errors for review.
 - c. Select the item you wish to correct from the Search Results list.

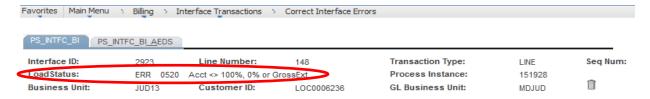


GEARS

OTC – Billing Interface Error Correction Process

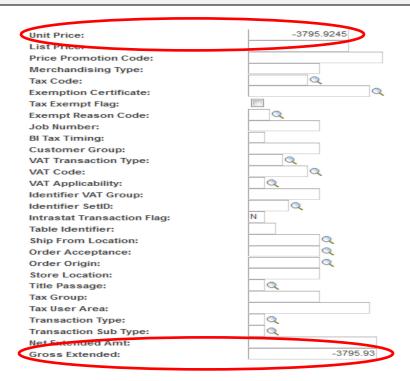
- Two tabs will display PS_INTFC_BI and PS_INTFC_BI_AEDS.
 - a. On the *PS_INTFC_BI* tab, the header information contains the **Load Status** and will provide some insight as to the problem.

For Example: If the Load Status reads: ERR 0520 Acct<>100%, 0% or GrossExt - this means an error is being caused by the Allocation percentages because they do not add up to 100%. This is commonly due to a 1 cent rounding issue.



- b. While on the PS_INTFC_BI tab, locate the following fields.
 - i. Locate the **Unit Price**: field a few fields below the Identifier to see the item amount.
 - ii. Locate the **Gross Extended:** field farther down the left column. This should match the Unit Price field.

Note: The Unit Price should have rounded to -3795.92 and the Gross Extended is -3795.93.

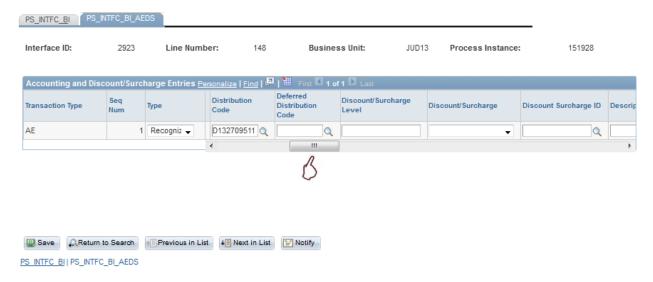


iii. Modify either the **Unit Price** or **Gross Extended** amounts to equal the same amount with only 2 places to the right of decimal.

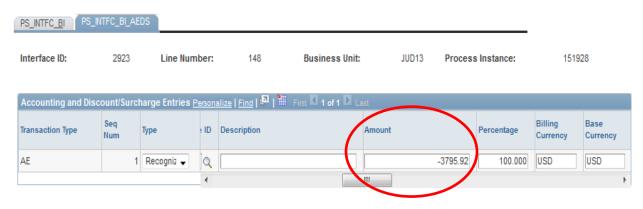




- c. On the *PS_INTFC_BI_AEDS* tab, the configuration information for the Charge Code itself is referenced.
 - i. Use the scroll bar to review the value in the **Amount** field.



- ii. Make sure the **Amount** value equals the same amounts you corrected in the **Unit Price** and **Gross Extended** fields. If not, adjust this field to change the cents if necessary. (All three field amounts must be the same.)
- iii. Click the Save button to save changes.





Verify Interface Error Corrections

NAVIGATION: Main Menu > Billing > Interface Transactions > Process Billing Interface

- 1. Re-run the Billing Interface to process the corrected records.
 - a. Make sure you are using the same Interface ID that had the error.
 - b. The number of Transactions in Errors in the Message Log should be zero.

Proceed with the normal EOM process: Run the Disbursement Reports, Add Interest Bill if applicable, Change the Status of Bills and Run Single Action Invoice to finalize all transactions.

End of Billing Interface Correction Process for Errors from EOM Local Revenue Disbursement.





NOTES